CONFIDENTIAL

Webstar Health's Service PACT

TB Directly Observed Treatment

for

Hackney Local Authority

USER MANUAL

Pharmacy Name	
Pharmacy ID	
Responsible person	
Username	

Version 1.0

Last updated: Jun 2013

webstar health

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Tel: 020 8424 0860

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Email: support@servicepact.co.uk
Web: www.webstar-health.co.uk

Logging On

To use Service Pact you will need to log on to the website. You will need your:

- Username
- Password
- PIN number (which you will set the first time you use the service)

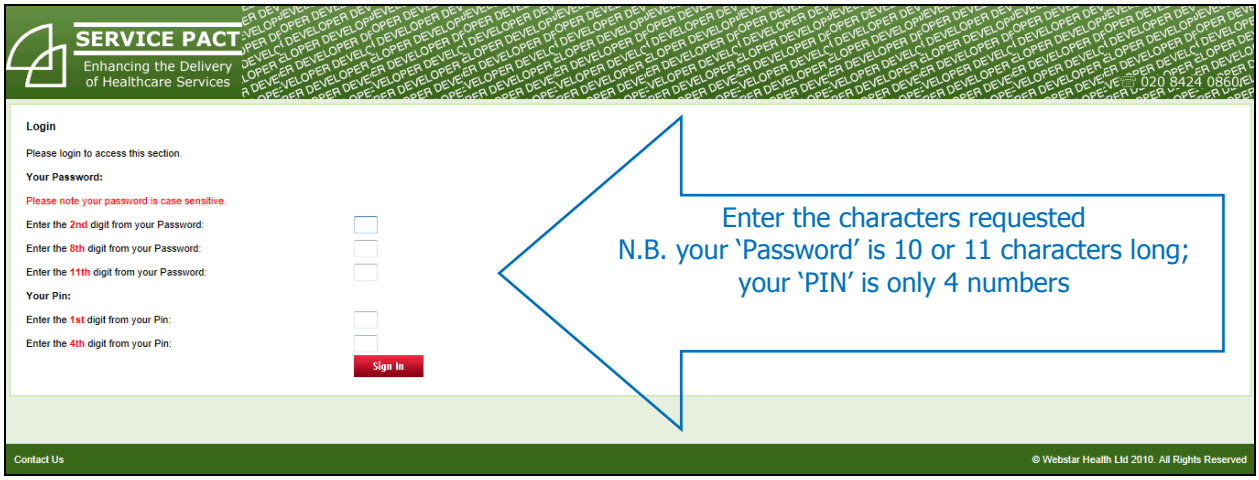
Existing users of Service PACT will already have their usernames, passwords and PIN number

To access Service Pact, using your browser, go to:

https://www.servicepact.co.uk

At the Service Pact log-in page enter your username and click the **Sign In** button.

You will be taken to the password page:


SERVICE PACT
Enhancing the Delivery of Healthcare Services
020 8424 0860
Login
Please login to access this section.
Your Password:
Please note your password is case sensitive.
Enter the 2nd digit from your Password:
Enter the 8th digit from your Password:
Enter the 11th digit from your Password:
Your Pin:
Enter the 1st digit from your Pin:
Enter the 4th digit from your Pin:
Sign In
Enter the characters requested
N.B. your 'Password' is 10 or 11 characters long;
your 'PIN' is only 4 numbers
Contact Us
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You are asked to enter specific characters of your password and PIN - click the **Sign In** button when complete.

> Note: when you log in for the first time you will be asked to select your own four digit numerical PIN number – you only need to set this PIN number once.

If you have entered all the details requested correctly you will be logged in and taken to your home page. This page will display:

- Details of your pharmacy
- The PCT for which you are delivering services
- A list of Service Pact modules that you use

You may also see important messages from your PCT or from Webstar Health

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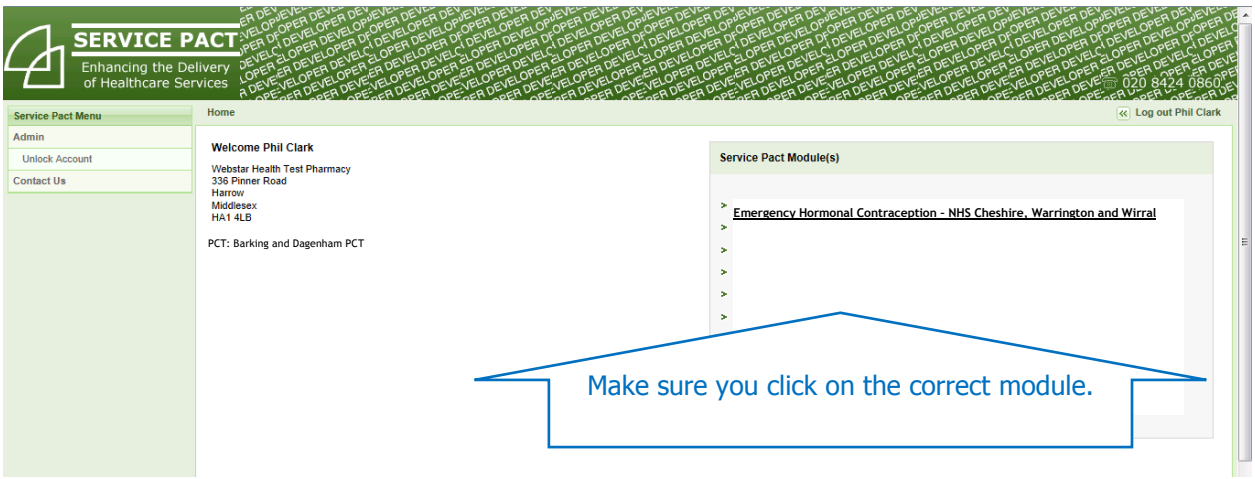
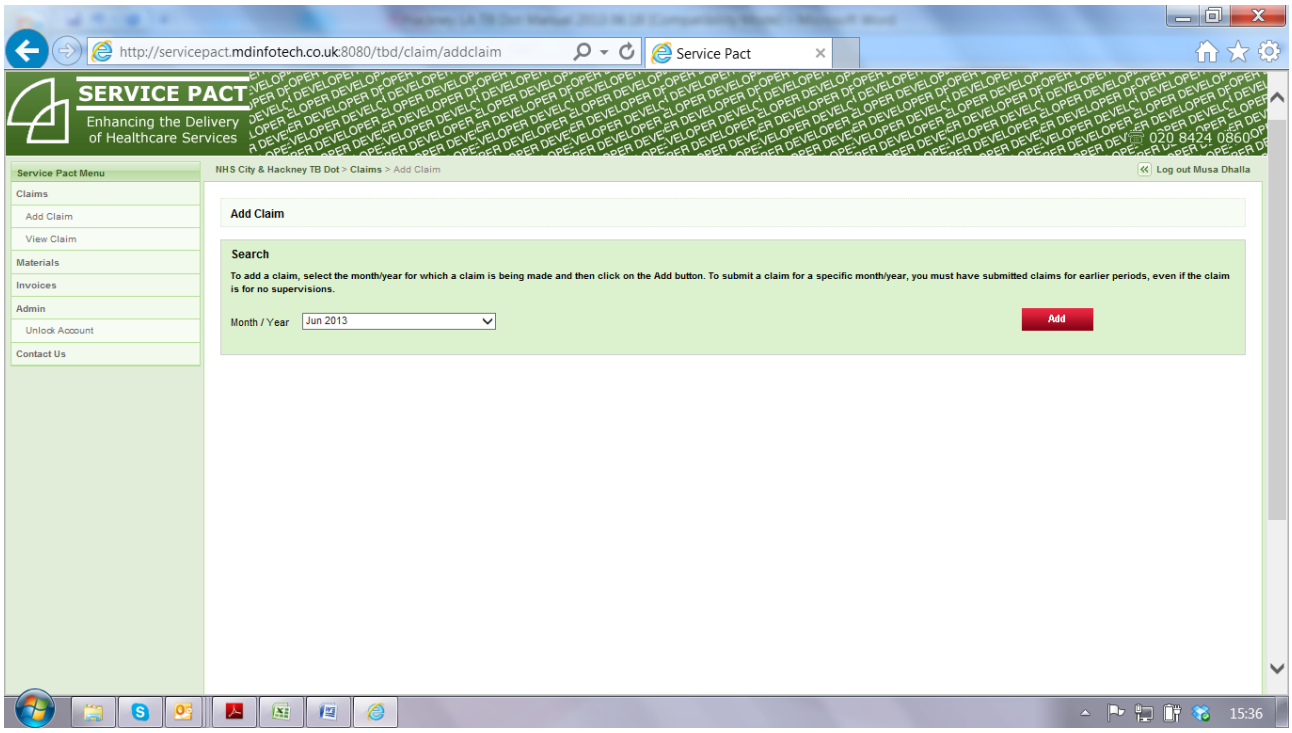


Note: the username and password you have been supplied are unique to your pharmacy. Keep these details and your PIN confidential.
If you forget any of these details contact Webstar Health and we will issue you with a new password in the post.

TB DOT Service

To access the Service Pact TB DOT Service module, click on the link under the list of services that you are participating in.

The main page that you will view when entering the module will be the 'Add Claim' Page:


http://servicepact.mdinfotech.co.uk:8080/tbd/claim/addclaim
Service Pact
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Service Pact Menu
Claims
Add Claim
View Claim
Materials
Invoices
Admin
Unlock Account
Contact Us
NHS City & Hackney TB Dot > Claims > Add Claim
Log out Musa Dhalla
Add Claim
Search
To add a claim, select the month/year for which a claim is being made and then click on the Add button. To submit a claim for a specific month/year, you must have submitted claims for earlier periods, even if the claim is for no supervisions.
Month / Year
Jun 2013
Add
15:36

This page is the starting point to enter details for a new payment claim.

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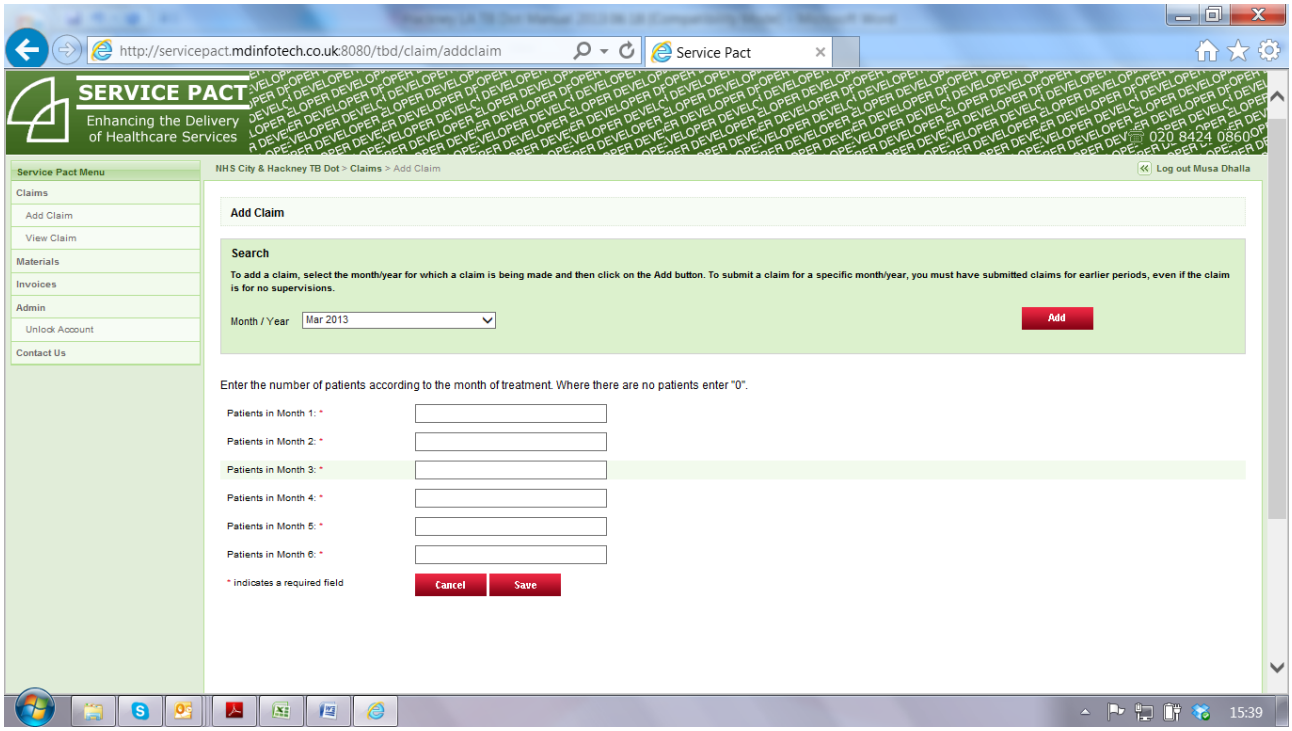
Add a Claim

To record a claim, select the period for which the claim is being made. Claims for the TB DoT Service are on a monthly basis. You should only see valid claim period in the drop down list for the current period. The first claim period will be April 2013.

Select the period and then select **Add** which will display the fields to complete with the count of activity in the period.


http://servicepact.mdinfotech.co.uk:8080/tbd/claim/addclaim
Service Pact
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Service Pact Menu
Claims
Add Claim
View Claim
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Admin
Unlock Account
Contact Us
NHS City & Hackney TB Dot > Claims > Add Claim
Log out Musa Dhalla
Add Claim
Search
To add a claim, select the month/year for which a claim is being made and then click on the Add button. To submit a claim for a specific month/year, you must have submitted claims for earlier periods, even if the claim is for no supervisions.
Month / Year
Mar 2013
Add
Enter the number of patients according to the month of treatment. Where there are no patients enter "0".
Patients in Month 1: *
Patients in Month 2: *
Patients in Month 3: *
Patients in Month 4: *
Patients in Month 5: *
Patients in Month 6: *
* indicates a required field
Cancel
Save
15:39

On completing the fields with the number of patients in each month on treatment (there are six months of treatment) in the period select **Save** which takes the user to a confirmation page.

NOTE: You cannot add a claim in a month if you have not submitted a claim in previous months. If you have had no activity in previous months you should submit a "zero" claim.

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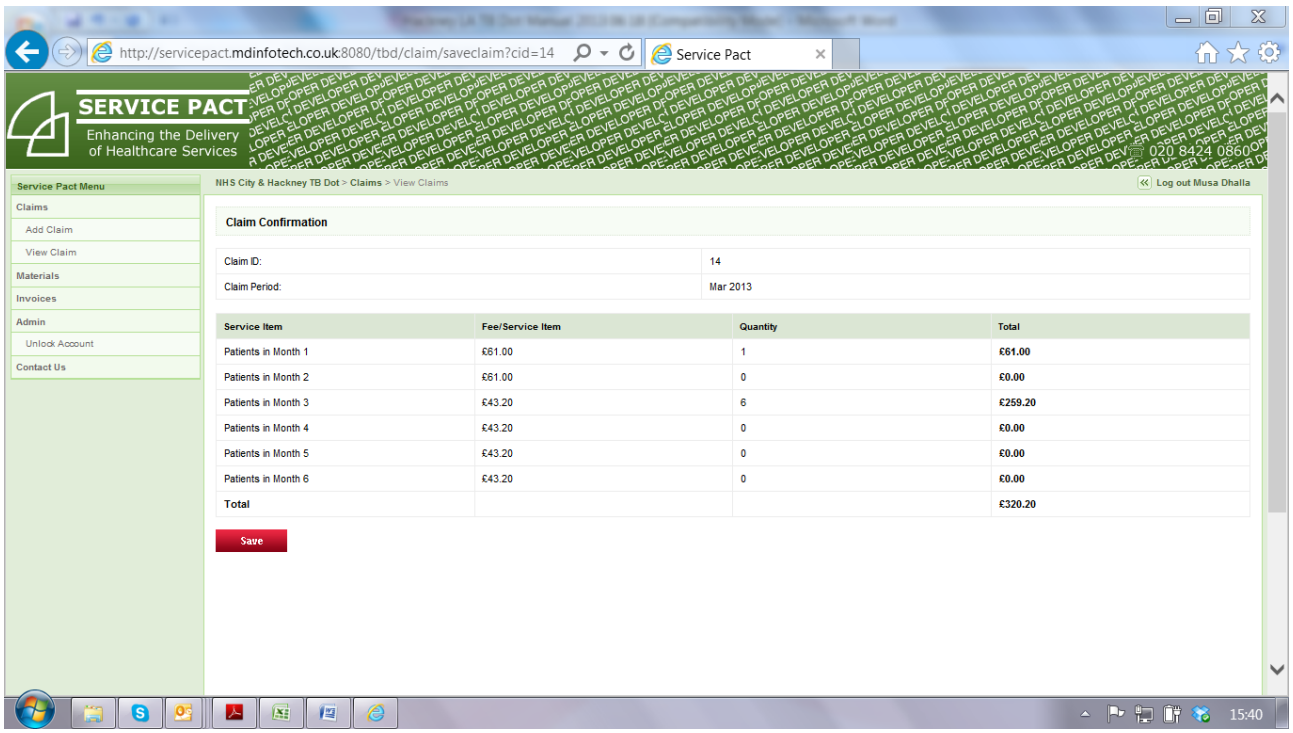
http://servicepact.mdinfotech.co.uk:8080/tbd/claim/saveclaim?cid=14
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Unlock Account
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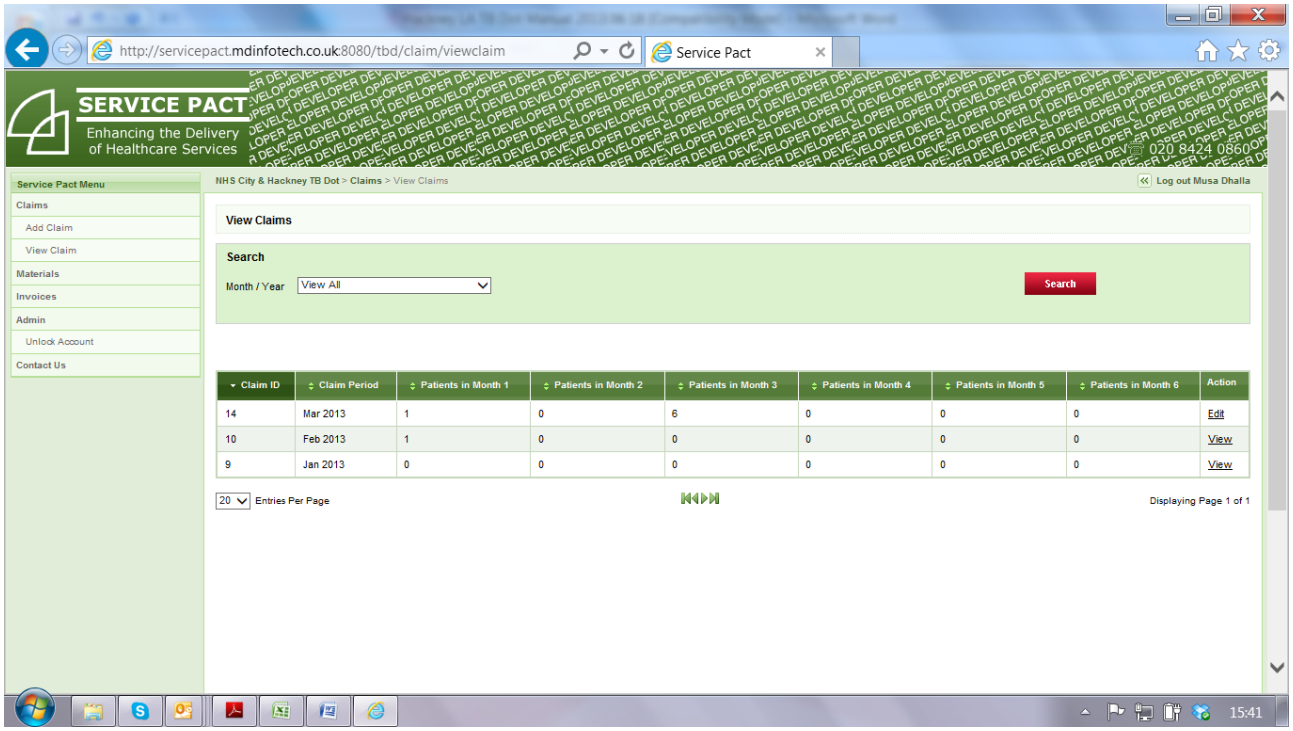
NHS City & Hackney TB Dot > Claims > View Claims
Log out Musa Dhalla
Claim Confirmation
Claim ID: 14
Claim Period: Mar 2013
Service Item | Fee/Service Item | Quantity | Total
Patients in Month 1 | £61.00 | 1 | £61.00
Patients in Month 2 | £61.00 | 0 | £0.00
Patients in Month 3 | £43.20 | 6 | £259.20
Patients in Month 4 | £43.20 | 0 | £0.00
Patients in Month 5 | £43.20 | 0 | £0.00
Patients in Month 6 | £43.20 | 0 | £0.00
Total | | | £320.20
Save
15:40

The confirmation page displays the submitted data with a calculation of payment due. Select **Save** which takes the user to the View Claims page.


http://servicepact.mdinfotech.co.uk:8080/tbd/claim/viewclaim
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Log out Musa Dhalla
View Claims
Search
Month / Year View All
Search
Claim ID | Claim Period | Patients in Month 1 | Patients in Month 2 | Patients in Month 3 | Patients in Month 4 | Patients in Month 5 | Patients in Month 6 | Action
14 | Mar 2013 | 1 | 0 | 6 | 0 | 0 | 0 | Edit
10 | Feb 2013 | 1 | 0 | 0 | 0 | 0 | 0 | View
9 | Jan 2013 | 0 | 0 | 0 | 0 | 0 | 0 | View
20 Entries Per Page
Displaying Page 1 of 1
15:41

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View Claims

The View Claims page shows a record of all claims that have been submitted. Users can Edit a claim until the time that it is processed for payment and thereafter it can only be viewed.

Navigating the Site

The left hand menu allows users to navigate through various sections of the site. The key areas are:

- Claims
  - 'Add' Claim
  - 'View' Claim
- Materials
  - Allows documents to be uploaded by the Local Authority for reference purposes
- Invoices
  - View a copy of the invoices submitted on your behalf for payment
- Contact Us
  - See details of Webstar's contact details or send us an email

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Contact

If you have any questions or queries, please feel free to contact Webstar Health:

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